



## Session III A, July 23-27, 2018

### 32. Navigating Intercultural and Intergroup Conflict: Multiple Theoretical Lenses and Applications

As the world is becoming more interconnected, intercultural conflict is inevitable, and intercultural dialogue is vital to resolve it. Evidence suggests that the ways we resolve conflicts differ greatly across cultures and social groups. Whatever issue sparks the conflict, the methods we use for resolving it frequently make the problem even more difficult. We will connect current intercultural conflict theories with conflict practice and explore various communication approaches, with an emphasis on identity negotiation issues across group boundaries. We will also focus on issues of immigrant adaptation, intergenerational conflicts, workplace diversity, and intergroup-interpersonal relationship development. You will gain knowledge, understanding, and tools to analyze a variety of everyday intercultural conflict situations.

**Designed for:** Intercultural and conflict communication teachers, trainers, and professionals who are interested in deepening their knowledge of competent intercultural and intergroup conflict management and who desire greater theoretical depth in implementing a course or training module on navigating diverse conflicts across multiple identity groups.

#### Workshop Objectives

You will have the opportunity to:

- Become familiar with relevant identity-based theories in explaining everyday conflict encounters across diverse identity groups
- Apply theoretical concepts to analyze different intercultural and intergroup conflict case incidents
- Translate conceptual understanding to mindful conflict negotiation practice

#### Learning Activities

- Practicing a multilayered social ecological approach in analyzing the factors that shape an intergroup conflict situation
- Mini-lectures on social ecological systems theory, social complexity identity theory, identity negotiation theory, communication accommodation theory, coordinated management of meaning theory, face-negotiation theory, and situational-based conflict competence model, among others
- Developing mindful analytical skills in analyzing the verbal and nonverbal conflict exchange and meaning negotiation process
- Experiencing mindful reflective moments and practices
- Working together in groups and as a class to connect theory with practice using various methods including critical incident analyses, theory-practice applications, conflict role-play activities, and conflict self-assessment tools
- Sharing instructional/training strategies in intercultural-intergroup conflict negotiation in a collaborative learning community

*If you have an intercultural/intergroup conflict case situation that you would like to share with the facilitator and the class, please bring two copies of a 1-2 page description.*



**Dr. Tenzin Dorjee** is an associate professor in the Department of Human Communication Studies, California State University, Fullerton where he has received awards for his outstanding teaching, scholarship, mentoring, and community service. His expertise is in intergroup and intercultural communication, identity issues, peace building, and conflict resolution. He has authored or co-authored peer-reviewed journal articles and chapters on Tibetan culture, identity, communication, nonviolence and middle-way approaches to Sino-Tibetan conflict, intergenerational communication context, and others. His recent publications can be viewed in the Journal of Intercultural Communication Research, Journal of Multilingual and Multicultural Development, and in The SAGE Handbook of Conflict Resolution: Integrating Theory, Research, and Practice (2nd ed.). Tenzin had the honor to translate for His Holiness the Dalai Lama in India and in the U.S. Recently, he was appointed as a commissioner, the first Tibetan American, on the U.S. Commission on International Religious Freedom ([www.uscirf.gov](http://www.uscirf.gov)).

**Dr. Stella Ting-Toomey** is a professor of human communication studies at California State University, Fullerton. Her teaching passions include intercultural communication theory and training and intercultural conflict management. Her research interests have focused on testing and fine-tuning the conflict face-negotiation theory and the cultural/ethnic identity negotiation theory. She is the author or editor of 17 scholarly books and four instructional manuals. Stella's most recent books include the 2nd edition of *Understanding Intercultural Communication*, co-authored with Leeva C. Chung, and the 2nd edition of *The SAGE Handbook of Conflict Communication*, co-edited with John G. Oetzel. She has also published more than 120 journal articles and book chapters in academic journals such as the *International Journal of Intercultural Relations*, *Human Communication Research*, *Communication Monographs*, and the *Journal of Intercultural Communication Research*. Stella has held leadership roles in international communication associations and served on more than 15 editorial boards. She has also delivered major keynote speeches on the theme of mindful intercultural communication in South Africa, Germany, Ireland, Norway, Portugal, China, Hong Kong, Japan, Canada, and different regions of the U.S. As a trainer, consultant, and certified mediator, she has designed and conducted a variety of intercultural conflict competence workshops for corporations, universities, and nonprofit centers and institutes. Stella was the 2008 recipient of the 23-campus-wide California State University Wang Family Excellence Award. She was also the 2007-08 recipient of the CSU-Fullerton Outstanding Professor Award in recognition for superlative teaching, research, and service.



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